

Family and Community Engagement (FACE) Liaison

DEFINITION

Under the direction and supervision of the Director of English Learners and Parent Engagement and the Coordinator of Diversity and Equity, the Family and Community Engagement (FACE) Liaison serves as a District liaison between identified students, parents, families, schools, and outside community organizations and agencies to support efforts to improve school attendance, tardiness, and child welfare; provide information and materials to parents and families to assist them in utilizing community services and local resources; plan and conduct designated parenting workshops, classes, and trainings; and do other related work as required.

ESSENTIAL FUNCTIONS

Serve as a District liaison between identified students, parents, families, schools, and outside community organizations and agencies to support efforts to improve connectedness, school attendance, tardiness, child welfare, and parent involvement; Collaborate with District departments and programs; Establish county and community partnerships that help parents and families connect with schools and other needed local resources; Assist students and families with grief support or arrangements; Collaborate with local groups and agencies to secure services, donations, and supplies for students, parents and families with identified needs; Provide information and materials to parents and families to assist in utilizing social services and community resources; Identify needs to refer students, parents and families to local agencies or school services as appropriate; Follow-up on referrals; Coordinate with community service agencies and non-profit organizations on students and their families; Receive, screen, and route telephone calls, mail, emails, and correspondence; Respond to requests, concerns, and questions from callers and visitors; In conjunction with District Redlands Coordinated Services and Support (RCSS) Team, provide information, emotional support, or direction; Take and relay messages; assist schools in monitoring and reviewing student attendance and records. Assist in identifying students for School Attendance and Review Team (SART); Refer students to Student Attendance Review Board (SARB); provide information to students and parents regarding school attendance policies and District support services; Encourage parents and families to participate in educational support programs; Prepare materials and present trainings and workshops on a variety of topics related to family engagement; Maintain related files, records, spreadsheets, and reports as assigned and collect required information; Assist parents and families in completing forms as necessary; Communicate with administrators, District personnel, counselors, and other school districts or outside organizations regarding student welfare, behavior, safety, academics and attendance; Attend and participate in a variety of meetings, hearings, and conferences; Plan and conduct parent classes and new staff trainings on various District and community resources; Plan and schedule appointments for families with various agencies and outside organizations; Provide work direction to parent volunteers; Operate a variety of office equipment including a computer and assigned software; Drive a vehicle to conduct work; Work flexible office hours within the school calendar as coordinated with direct supervision.

EMPLOYMENT STANDARDS

KNOWLEDGE AND ABILITIES

Knowledge of:

Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of students;  
Operation of a variety of office equipment, a computer, and assigned software;  
Homeless, foster youth, and youth-in-transition program requirements;  
IST's, IEP and 504 procedures;  
Community resource organizations including various federal, state, and county agencies;  
Applicable sections of State Education Code and other applicable laws;  
Learn District's student enrollment guidelines, procedures, and policies;  
Oral and written communication skills;  
Data control procedures and data entry operations;

Correct usage, grammar, spelling, punctuation, and vocabulary of English and a designated second language;  
Training and public relations techniques;  
Interpersonal skills using tact, patience, and courtesy;  
Modern office practices, procedures, and equipment; and  
Telephone techniques and etiquette.

Ability to:

Serve as a District liaison between students, parents, personnel, families, social services, grief support resources, and community resource agencies;  
Collaborate with District departments and programs;  
Perform a variety of duties involving frequent and responsible public contacts;  
Read, interpret, and follow rules, regulations, policies, and procedures;  
Perform a wide variety of clerical functions;  
Compose correspondence and written materials independently or from oral instructions;  
Refer families to appropriate local agencies or school services;  
Establish and maintain cooperative and effective working relationships with others;  
Type and input data accurately;  
Operate a variety of office equipment including a computer and assigned software;  
Work independently with little direction;  
Prioritize and schedule work;  
Plan and conduct trainings;  
Maintain records and prepare reports;  
Work flexible office hours within the school calendar as coordinated with direct supervision;  
Understand, be sensitive to, and respect the diverse academic, socioeconomic, ethnic, religious, and cultural backgrounds, disabilities, and sexual orientation of students, teachers, administrators, and staff; and  
Maintain consistent, punctual, and regular attendance.

EDUCATION AND EXPERIENCE

Education:

Equivalent to the completion of the twelfth grade.

Experience:

Two years responsible experience in community relations, social service, inter-group or intercultural activities, or similar work. Examples of relevant experience as an instructional assistant, school or civil community aide, or supplemental college-level coursework in related areas.

LICENSES AND CERTIFICATES

Possession of a valid and appropriate California Driver's license; qualify for insurability with the District's insurance carrier.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

Ability to lift, carry, push, or pull items weighing up to 50 pounds; indoor/outdoor classroom environment.

Pre-placement Physical: Class I